

Real-Time Job Demand: September/October 2015



Economic Growth Region 2

St. Joseph, Elkhart, Marshall, Kosciusko and Fulton Counties

Spotlight on: Frequent Job Openings in Information for EGR 2

Occupation Title	Other Common Job Titles	Job Description	Average Wage	Minimum Education Required
Telecommunications Equipment Installers and Repairers, Except Line Installers	Central Office Technician, Combination Technician, Communications Technician, Customer Service Technician (CST), Field Technician	Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property. May install communications equipment or communications wiring in buildings.	\$55,456	Postsecondary certificate
Retail Salespersons	Bridal Consultant, Clerk, Customer Assistant, Design Consultant, Sales Associate, Sales Clerk, Sales Consultant, Sales Person	Sell merchandise, such as furniture, motor vehicles, appliances, or apparel to consumers.	\$24,125	High school diploma or equivalent
First Line Supervisors of Retail Salespersons	Assistant Manager, Assistant Store Manager, Bakery Manager, Deli Manager, Department Manager, Manager, Meat Department Manager, Office Manager, Shift Manager, Store Manager	Directly supervise and coordinate activities of retail sales workers in an establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties.	\$47,674	High school diploma or equivalent
Sales Representatives, Services, All Other	Broker, Commodities Broker, Electricity Trader, Energy Scheduler, Energy Trader, Real Time Trader, Senior Energy Market Coordinator, Senior Energy Trader, Senior Power Scheduler, Supply Manager	All services sales representatives not listed separately.	\$52,240	Bachelor's degree
Sales Agents, Financial Services	Securities and Commodities Traders, Brokers, Sales Agents, Financial Services, Financial Consultant	Sell financial services, such as loan, tax, and securities counseling to customers of financial institutions and business establishments.	\$77,911	Bachelor's degree
Customer Service Representatives	Account Manager, Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR)	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.	\$34,738	High school diploma or equivalent

Occupation Title	Other Common Job Titles	Job Description	Average Wage	Minimum Education Required
Office Clerks, General	Administrative Assistant, Clerk, Customer Service Representative, Office Assistant, Office Clerk, Office Coordinator, Office Manager, Receptionist, Secretary	Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.	\$27,030	High school diploma or equivalent
General and Operations Managers	Business Manager, Facilities Manager, Facility Manager, General Manager (GM), Operations Director, Operations Manager, Plant Manager, Plant Superintendent, Production Manager	Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services.	\$102,497	Bachelor's degree
Computer Systems Analysts	Applications Analyst, Business Analyst, Business Systems Analyst, Computer Analyst, Computer Systems Analyst, Computer Systems Consultant, Information Systems Analyst (ISA), Programmer Analyst, Systems Analyst, Systems Engineer	Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.	\$62,629	Bachelor's degree
Advertising Sales Agents	Account Executive, Account Manager, Advertising Account Executive, Advertising Account Representative, Advertising Consultant, Advertising Representative, Advertising Sales Representative	Sell or solicit advertising space, time, or media in publications, signage, TV, radio, or the Internet. Includes individuals who obtain leases for outdoor advertising sites or persuade retailers to use sales promotion display items.	\$54,037	Bachelor's degree

Key Hiring Employers	Key Hiring Industries
U.S. Xpress	All Other Telecommunications
Gypsum Express, Ltd.	Newspaper Publishers
DISH Network	Wireless Telecommunications Carriers
Comcast Corporation	Telecommunications Resellers
Lee Enterprises	Data Processing, Hosting and Related Services
Verizon	Cable and Other Subscription Programming
ADP, Inc.	Software Publishers
First Data Corporation	Wired Telecommunications Carriers
Schurz Communications Inc.	All Other Publishers
Siemens	Television Broadcasting

Top Specialized Skills in Demand*

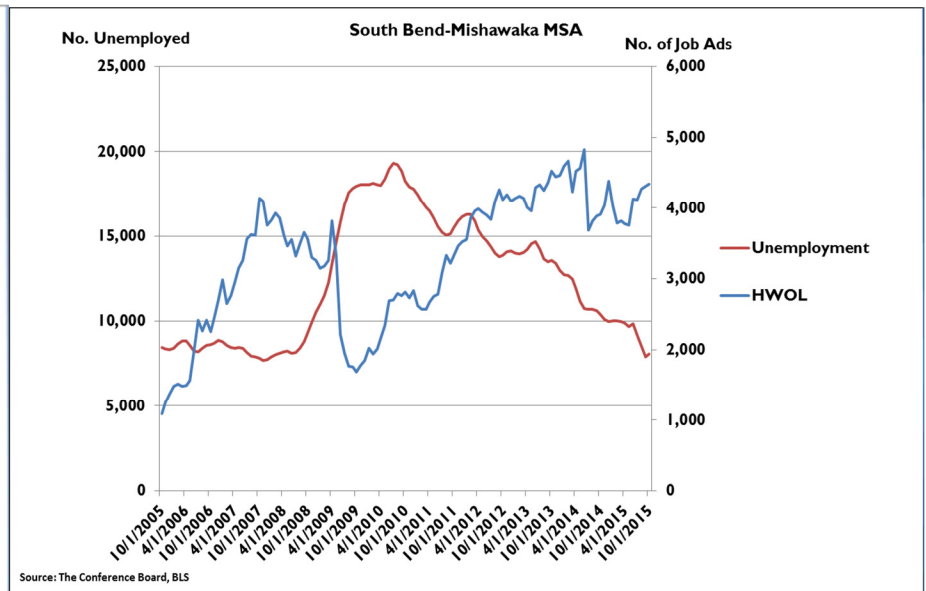
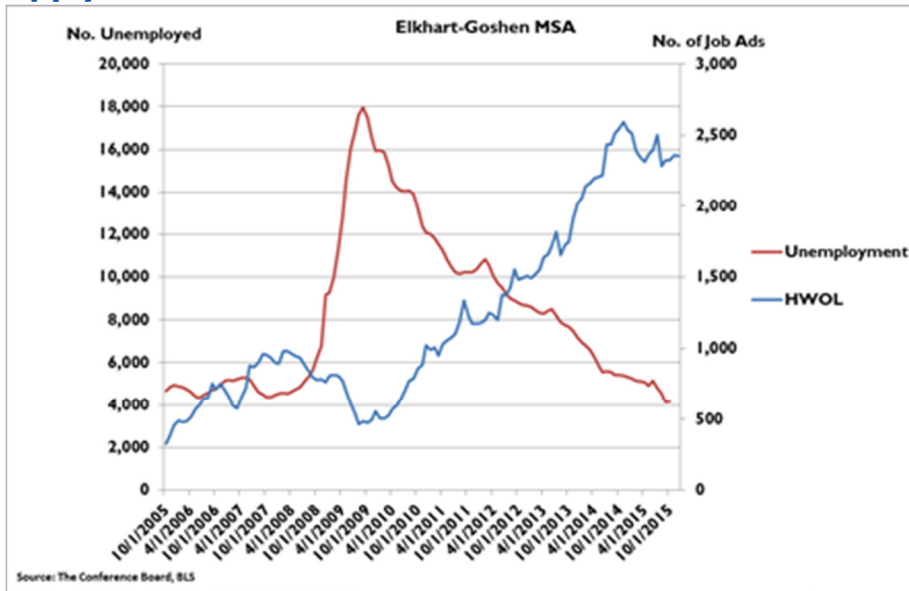
- **Online Advertising**
- **Digital Marketing**
- **Bilingual**
- **Linux**
- **Database Programming**
- **JavaScript**
- **iPhone OS**
- **Asset Protection**
- **Adobe Photoshop**
- **My SQL**

Top Certifications in Demand

- **Driver's License**
- **Telecommunications**
- **Occupational Safety & Health Administration**

*The skills listed are specialized and are in addition to basic / soft skills in demand from employers. Statewide soft skills in demand include: Process Improvement, Team Management, Strong Interpersonal Skills, Basic Computer Skills, Basic Oral & Written Communication Skills, Microsoft, Cash Handling, Time Management and Troubleshooting.

Supply vs. Demand



Sources

1. **Job Postings, Top Employers, Industries, Skills, and Certifications:** The Conference Board: Help Wanted OnLine. The Help-Wanted Online (HWOL)® Data Series is a job market vacancy listing that provides data collected from online job board sources throughout the U.S., including Indiana Career Connect. IndianaCareerConnect.com is the state of Indiana's free service to benefit individuals and employers.
2. **Wages:** Occupational Employment Statistics, Indiana Department of Workforce Development
3. **Education:** Bureau of Labor Statistics
4. **Job Titles and Descriptions:** O*NET Online



HOOSIERS BY THE NUMBERS

Your source for workforce data from the Indiana Department of Workforce Development

The Indiana Department of Workforce Development serves the worker and the employer to ensure workplace success. DWD is committed to innovating and invigorating Indiana's economic future. Primary services include Work One career centers, unemployment insurance, labor market information, regional workforce strategies, and professional training.

For more regional labor market information, please contact your Regional Market Analyst:

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